GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:436
ANSWERED ON:25.02.2015
CALL DROP IN MOBILE NETWORK
Kachhadia Shri Naranbhai;Nagar Shri Rodmal;Rai Shri Nityanand;Rathod Shri Dipsinh Shankarsinh;Singh Shri Rakesh

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of landline and mobile phone connections in operation of BSNL and MTNL, State-wise;

(b) the share of BSNL and MTNL in comparison to other telecom service providers, State-wise;

(c) whether there are complaints of call drop, weak or no signals report from various telecom circles and districts;

(d) if so, the details thereof, telecom district and circle-wise including Madhya Pradesh and Bihar along with the reasons therefor; and

(e) the corrective steps taken by the Government to address the call drops and weak/ disrupted signal problem, State-wise?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) Circle-wise details of number of landline and mobile connections of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are given in Annexure-1.

(b) Service area-wise details of market share of BSNL and MTNL in comparison to other telecom service providers in respect of landline and mobile services as on 31st December, 2014 are given in Annexure-2.

(c) to (e) There are 334 telecom districts of BSNL. In respect of mobile services, data for complaints received is maintained at the circle level. Circle-wise details of complaints including compilation of complaints received at districts relating to call- drops/network related problems are given in Annexure-3.

BSNL and MTNL are in financial distress and facing declining revenues from loss of market share and increasing expenditure. MTNL has been unable to invest in expansion /modernisation of its network due to financial distress over the period. Other reasons like power supply problem, disruptions due to cable cuts arising from road development works, breakdown of cables due to old legacy network of basic service, cable theft etc. are also affecting the services of BSNL and MTNL. The reasons for decline in mobile connections are mainly due to inadequate investment leading to network coverage issues, inability to compete with private sector on the customer services and marketing.

BSNL and MTNL are taking several steps to enhance revenues through investments to strengthen its network and focus on customer care and service delivery to improve quality of service.

The investment projects being undertaken by BSNL include:

Augmentation of its mobile network as part of its Phase-VII Project to create additional capacity of 15 million lines at an estimated cost of Rs. 4804.77 crores. This will result in addition of 14421 2G sites and 10605 3G sites across the country.

Replacement of the entire network of wireline local exchanges by Internet Protocol (IP) enabled exchanges and deployment of Next Generation Network (NGN) equipment based on the latest architecture gradually to replace entire legacy telephone exchanges at an estimated cost of Rs. 600 crores.

Migration of entire C-DOT (Centre for Development of Telematics) legacy telephone exchanges with technology solutions being developed by C-DOT at an estimated cost of Rs. 350 crores for which MoU (Memorandum of Understanding) has been signed between C-DOT and BSNL.

In addition to above, Government has assigned the work of providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas through BSNL at an estimated cost of Rs. 3567.58 crores. Government has also assigned the work of providing mobile connectivity to uncovered villages in Arunachal Pradesh and two districts of Assam to BSNL on nomination basis at an estimated cost of Rs. 1975.38 crores.

The new projects of MTNL are:

Augmentation of mobile network to enhance coverage and capacity by adding 1080 3G sites and 800 2G sites in Delhi and 1080 3G sites and 566 2G sites in Mumbai.

Augmentation of Microwave (M/W) backhaul network to support the enhanced speed.

Migration of legacy telephone exchanges network to internet protocol (IP) based New Generation Network (NGN) exchanges in collaboration with C-DOT.

In addition, BSNL and MTNL are taking various steps to improve their mobile network. The details of these steps are as follows:

Monitoring of the Fault Repair Service System.

Deployment of modern and state of art CDR (Call Detail Record) based Billing & Customer care system.

Establishment of Customer Service Centers at all important locations in the country with "single window concept" to facilitate friendly interactions with the customers.

Replacement of weak batteries and power plants to improve network uptime

Regular Radio Frequency (RF) optimization tests.